

14. Integrity and Respect Policy

Scope

This policy applies to all workers within Quality SC.

Policy Statement

This policy sets out Quality SC's expectations of its staff and contractors to support people with a disability in a professional and respectful manner.

Our participants come from diverse backgrounds, and we are committed towards a culture that celebrates this diversity and builds inclusive, professional and ethical relationships.

We promote integrity and acknowledge the right of each participant to access supports that respect their culture, values and beliefs. We encourage people with disabilities to make informed choices, maximise choice and control and to collaborate and communicate with us regarding the supports and services provided. Participants will be encouraged to access an external advocate of their choice where required to ensure their rights and interests are respected.

We expect consistent and professional conduct from everyone at Quality SC to ensure that participants are treated with dignity. All staff and contractors are expected to interact with participants transparently, ethically, sensitively and honestly and to ensure participants feel safe when receiving Quality SC services. Staff and contractors must not allow any conflicts of interests to compromise their obligations, responsibilities and duties to Quality SC.

All staff and contractors are expected to interact with a participant's family members, providers, colleagues and members of the general public in a professional manner and with courtesy and respect whilst ensuring that a participant's personal privacy is protected at all times.

Related legislation and policy

- United Nations Convention on The Rights of Persons with Disabilities
- National Disability Insurance Scheme Quality and Safeguarding Framework
- National Disability Insurance Scheme Act 2014: Principles
- NDIS Code of Conduct¹

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¹ <https://www.ndiscommission.gov.au/sites/default/files/2022-08/ndis-code-conduct-summary-workers-ov.pdf>